

**Embassy of India
Washington**

**RFP dated 21st February 2025 for Outsourcing of CPV Services at Embassy of
India, Washington - Queries & Answers**

S. No.	Clause details	Description in RFP	Query	Reply
1	CHAPTER I: Request for Proposal (RFP) Point 1, Page 3	The award of the Contract will be, as per provisions indicated in the succeeding paragraphs, on the L1 basis of Financial Bids in the two-tier tender process consisting of Technical Bids and Financial Bids.	Please advise how will the Authority ensure that the price quoted by any bidder is viable?	As per provisions of RFP, the selection will be based on meeting the minimum technical qualification score and L1 criteria only.
2	Page No. 23-24 Chapter VII: SCOPE OF WORK AND DELIVERABLES REQUIRED : 1-A. (xi) Indian Consular Application Center (ICAC)	Indian Consular Application Center (ICAC): Minimum Area of ICAC in Sq. ft.	The minimum area of each ICAC to be established is on the very higher side, especially keeping in view the fact that the separate Optional Services and Premium Lounge Services have been removed from this present RFP that might have necessity large space requirements. We would request clarification for the big spaces requirement for the various ICACs and also request rationalization of space requirements on the basis of counters required.	The minimum area of each ICAC has been assessed based on current operations, volume of applications expected to be handled, provision of waiting area, provision of Application Facilitation Services and Backend processing of the applications.
3	Chapter – I Request for Proposal (RFP) Point 3, Page 3	The proposal of the bidding company will constitute an offer to enter into a contract with the Mission, based on the terms and conditions stated	Does this clause indicate that the SP should ensure that for staff employment and remuneration, banking operations, environment, safety, insurance,	SP is required to adhere to all local laws applicable for managing operations related to ICAC.

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		in this RFP. The proposal may form part of the final contractual documentation if the bidding company is invited by the Mission to enter into an Agreement. The Agreement inter alia will include provisions for the SP to adhere to all local laws applicable to the operation of the ICAC, including on employment of staff and their remuneration, banking operations, environment, safety, insurance, privacy, payment of local taxes, etc.	privacy, and local tax payments strict adherence to all local laws and requirements be a mandatory condition when quoting the Single Service Fee?	
4	Page No. 29 CHAPTER VII: Scope of Work and Deliverables Required Pt. B. (vii)	Postal applications	Kindly furnish the data of postal application.	Presently, majority of the consular applications (around 90%) are received through postal mode. However, the proposed increase in the number of ICACs, provisions of Application Facilitation Services and Government Policies on biometrics, among others, could lead to change in numbers. Bidders should factor in these facts appropriately.
5	Chapter V, clause 1 (x):”	“The Bidding Company must provide	As the operations of the bidding company would	As per provisions of RFP, the selection will be

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	Page 18	certification that its operations are compliant with local labour laws and the relevant tax regime and shall continue to be compliant with such regime.”	only stand initiated post the award of the tender, would a bidder whose bid is unable meet viability standards based on local labour laws read with labour requirements as stipulated in the present RFP, stand to be declared as non-responsive. Further, what would be the procedure for such determination?	based on meeting the minimum technical qualification score and L1 criteria only. Quality of service implementation and technical solutions offered will be measured against service level metrics as mentioned in the RFP.
6	Chapter VII, Clause 1 (A) (xi) (a): Page 23	“The SP is required to set up a new Indian Consular Application Center (ICAC) in prominent locations as specified in the following table under the jurisdiction of Mission/Post, in well-connected commercial complexes with ample parking facilities for applicants. The proposed locations for the ICACs should have an area of minimum office space as specified in the table below sufficient for Reception desk/counters/workstation/walk-in applicants, seating of waiting people, space for smooth movement of incoming and outgoing visitors, separate	Are the bidders required to advance documents/calculations supporting the financial viability of any ‘service fee’ so submitted by the bidder, to show that the same is sufficient to finance not only the market rental values for the requisite ICACs and meet the specified requirements? If there are no such documents to be provided by the prospective bidders, how will the tendering authority determine this aspect?	The SP is required to set up new ICACs having appropriate civil infrastructure (including Chairs, tables and furnishings) and IT infrastructure (including desktops, workstations, POS, token machines etc) and other necessary equipment/facilities/utilities. The scores for the proposed ICACs will be assigned based on the relative quality of bidders' offers, as per the technical evaluation Proforma-Part III of the Annexure-J. Bidding companies are required to submit their financial bid, strictly as per the Annex-K of the RFP.

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		exit/entry to ensure smooth flow of people, etc.”		
7	Page No. 09 Chapter II: Bidding Schedule and Process	Pre- Bid Conference will be held on 28th February, 2025	We kindly request you to clarify whether the pre-bid conference will be held in offline mode in the Mission in online mode or in the hybrid mode. We prefer hybrid mode and request you to share the VC link for the pre-bid meeting. This will enable the interested bidders from other geographical locations to attend the meeting virtually and seek clarification for any queries they may have.	Pre-Bid Conference has been held on 28.02.2025 in a hybrid mode.
8	Indian Consular Application Centre (ICAC): Point a. Page 23	The SP is required to set up a new Indian Consular Application Center (ICAC) in prominent locations as specified in the following table under the jurisdiction of Mission/Post, in well-connected commercial complexes with ample parking facilities for applicants.	Please advise what constitutes a new Indian Consular Application Center (ICAC) in terms of the RFP? Does it mean creating a new VAC from a bare-shell situation, irrespective of location.	The SP is required to set up new ICACs having appropriate civil infrastructure (including Chairs, tables and furnishings) and IT infrastructure (including desktops, workstations, POS, token machines etc) and other necessary equipment/facilities/utilities. The scores for the proposed ICACs will be assigned based on the relative quality of bidders' offers, as per the technical evaluation Proforma-Part III of the Annexure-J.

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9	Information on the Website about India Consular Application Centers	Information on the Website about India Consular Application Centers (ICACs):	Languages are not defined for maintaining the website. What languages are mandatory?	This will be decided by the Mission as per requirement.
10	Chapter VII, Pg 44, Pt. P (v)	The total turnaround time shall not exceed 30 minutes for an applicant	<p>1) Could you please clarify whether the time of entry is considered the moment the token is generated with a completed application (i.e., form filling and pre-checks completed)? Or can the service provider implement a separate counter for form filling, with the turnaround time (TAT) starting only after completion?</p> <ul style="list-style-type: none"> • Additionally, does the application facilitation service, including photocopying, form filling, and photographing, fall within the 30-minute TAT? <p>2) Is there an expected volume/% of applicants known to use the FF service today? This will help us build the operational flow.</p>	<p>1) 30-minute turnaround time is the standard requirement for the processing of applications, which includes capturing photographs and providing photocopies as well. In all cases, Turn Around Time shall not exceed 30 minutes from the time of token generation till the time of generation of submission receipt for the applicant. Separate time could be considered for Form filling, if required.</p> <p>The scores will be awarded as per technical evaluation criteria (Annexure-J) based on the solution/explanation provided by the bidding Companies to ensure the prescribed turnaround time of 30 minutes.</p> <p>2) The SP has to make its own assessment on the FF service. The volume of</p>

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				consular services has been provided in the RFP.
11	Chapter XI Service Level Metrics/Pena lties	Personal Records (PII Data)	Please advise purging policy for Personal data for the applicant.	Data handling and storage requirements are mentioned in Chapter VII of the RFP. The duration of records to be maintained by SP after the service is completed should not exceed one month, unless specifically requested by the Mission.
12	Chapter III Clause (vi)	Instructions to Bidders	a. Please clarify whether Bidding companies which have received a Show cause notice for levying of penalties/notice demanding penalties are eligible to bid in the present RFP if the Bidding company in question has responded to the Show cause notice for levying of penalties/notice demanding penalties and a final communication qua said penalties has not been received	The proposal of Bidding companies that have outstanding penalties levied by the Indian Mission/post as per the provisions of the Agreement payable to Missions/Posts/MEA, shall not be considered.

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			<p>from the Mission/Post MEA.</p> <p>Please clarify whether Bidding companies who have challenged the levying of any particular penalties against them whether before Mission/Post MEA or before a court or before an arbitral tribunal are eligible to bid?</p>	
13	Annexure: K, Financial Bid Page 116	Note: Proforma of Service Fee is to be filled correctly, without any omission. Any vague details /no response may lead to rejection of the bid.	<p>If there is just one consolidated Service Fee to be quoted by the bidder. Please advise what specific details are considered under vague here. And what are mandatorily required to be shared.</p>	Bidder shall quote a singular service fee as per Annexure-K of the RFP.
14	Chapter XV, Clause B (II) (e): Page 79	<p>“The Lowest Financial Bid (L1) will be determined based on the Service Fee quoted by the bidders, as per Annexure-K of this RFP. The bidder who has quoted the lowest ‘Service Fee’ will be ranked as L1 and the contract will be awarded to the L1. In the case of a tie, where more than one company has quoted the same Service Fee,</p>	<p>On the date on which the financial bids are opened, is the bidder with the lowest financial bid automatically ranked as “L1” and resultantly automatically the bidder to whom the award/contract shall be granted? Are no viability studies/analysis to be conducted by the MEA/Mission against the financial bids of the technically responsive bidders, to ensure that the lowest financial bid is a value which can validly</p>	<p>Please refer Chapter II: Bidding schedule and process, of the RFP which enumerate steps to the Announcement of the result of Financial Bids.</p> <p>As per provisions of RFP, the selection will be based on meeting the minimum technical qualification score and L1 criteria only.</p> <p>Quality of service implementation and technical solutions</p>

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		the Bidding Company graded higher in the evaluation of Technical Bids will be declared L1.”	and viably provide the services stipulated in the RFP and meet the quality stipulations of the same, as also defined in the RFP?	offered will be measured against service level metrics as mentioned in the RFP.
15	Chapter XV, Para B (II)(b) Page 78	Before the opening of the Financial Bids, the marks obtained by the various bidders in the Technical Bid stage will be communicated by email.	For the sake of transparency, will the Mission also provide the scores provided to the bidder for each of the respective items in the technical bid?	The total cumulative marks obtained by the bidders at the technical bid stage will be communicated to the respective bidders only.
16	Generic Query	NA	The present RFP does not stipulate any criteria for determining viability of bids. What is the process which the MEA seeks to follow, post receipt of bids, to determine the viability of a bid to ensure quality of services offered and to ensure complete adherence of all the local laws?	As per provisions of RFP, the selection will be based on meeting the minimum benchmark of technical qualification score and L1 criteria only.
17	Generic Query	Mission has provided the application count category wise for the past three years	Mission has provided us the volumes for past three years, can the mission provide the guidelines on the projected application volume for the next three-year alia contractual period	Govt policies, growth in Indian Diaspora in USA, number of persons expected to travel to India etc. are some factors on which the number of future consular applications depend.
18	Chapter III clause (vi)	Instructions to Bidders	Please be kind to clarify whether the penalties that are contested by the Bidding Company including but not limited to for lack of proof and a	The proposal of Bidding companies that have outstanding penalties levied by the Indian Mission/post as per the provisions of the

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			reply from the Mission is awaited, will be considered as outstanding penalties for the purpose of Chapter III, clause (vi)	Agreement payable to Missions/Posts/MEA, shall not be considered.
19	Chapter V: Mandatory Eligibility Criteria Point (ii)	The Bidding Company shall provide audited financial information certified by an external auditing agency to substantiate the claim of its turnover	Please be kind to clarify about the external audit agency which will be acceptable to the Mission.	Here external means the recognized audit agency in the country where the company is registered.
20	Page No. 117 Part III: TECHNICAL BID EVALUATION PROFORMA D) Scoring Criteria/Remarks Sr. No. 1 (b)	Parking facilities with capacity and type of parking 5 Marks- Exclusive Parking with adequate slots in ICAC 4-Marks- Adequate parking slots in or near ICAC Less than 4 Marks – Inadequate slots/slots not closer to ICAC	Kindly provide clarification on the definition and scope of "Exclusive Parking" as outlined in the tender. • Definition of Exclusive Parking: • Number of Exclusive Parking Slots: a) A confirmation of the number of parking slots to be categorized as "Exclusive Parking" is requested. b) The number of parking slots to be categorized as exclusive parking is also requested. c) This information is crucial for bidders to accurately assess project requirements	Bidders are to arrive at the number of parking slots as per the number of applicants anticipated to visit ICAC and based on existing local norms. Marks under Technical bid evaluation will be awarded based on the information/ presentation provided by the bidder.

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			and submit competitive bids. A prompt response to this clarification is requested to enable the bidders to incorporate this information into their bids.	
21	Chapter VII, Point 1A xi(c)	“The SP shall operate, on a regular basis, an exclusive submission counter with adequate number of staff, for processing the applications of special cases, as decided by the Mission/Post	a. Please clarify if the SP needs to have employees stationed at the Mission and the Post permanently for this person, or will this counter be operated only when requested by the mission? b. Additionally, please specify what constitutes an “adequate number of staff” in this case.	The Mission/Posts will decide on such special cases as per the requirement.
22	Chapter VII: Scope of Work and Deliverables Required Clause 1B-x(b)	The SP shall also maintain the turnaround time of 30 minutes for any applicant from token generation to accept application and payment at the counter of ICAC.	c. The Tender specifies the turnaround time for 30 minutes and as per our understanding, the turnaround time will be only for submitting the application and a separate time would be allotted for form filing, photocopy, photograph services.	30-minute turnaround time is the standard requirement for the processing of applications, which includes capturing photographs and providing photocopies as well. In all cases, Turn Around Time shall not exceed 30 minutes from the time of token generation till the time of generation of

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				submission receipt for the applicant. Separate time could be considered for Form filling, if required.
23	Chapter VII: Scope of Work and Deliverables Required Clause C (iv)	Any bank charges levied on such transactions will not be borne by the Mission.	Please be kind to clarify who will bear the bank charges payable on the debit/credit card transactions.	Any bank charges on debit/credit card transactions will be borne by the applicant on an actual basis.
24	Chapter VII: Scope of Work and Deliverables Required Clause G (c)	Dispatch the document(s)/passport/PCC to applicants via courier in a secured manner on the same day (or the next working day in case of delayed receipt).	Please be kind to clarify if the courier service is mandatory or optional?	Courier service is a mandatory service to be provided by the Service Provider, with the option for applicants to collect passport/document from ICACs.
25	Part III: Technical Bid Evaluation Performance Point 1(b)	Parking facilities with capacity and type of parking.	Please be kind to clarify, what is the maximum number of parking slots to be considered as adequate slots in ICAC.	Bidders are to arrive at the number of parking slots as per the number of applicants anticipated to visit ICAC and based on existing local norms. Marks under Technical bid evaluation will be awarded based on the information/presentation provided by the bidder.

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26	Part III: Technical Bid Evaluation Proforma Point 4 (a)	<p>Marks will be given as per the Mission's judgment on the basis of information provided by the bidding company.</p> <p>Based on the explanation/solution for the provision of Application Facilitating Services, the best offer will be given 07 marks.</p>	<p>Please be kind to clarify what explanation/solution for the provision of Application Facilitation Services is expected from the Service provider. This will enable us to incorporate the necessary details into our Technical Bid accordingly.</p>	<p>Necessary counter, hardware and manpower facilities have to be provisioned for Application Facilitating services. Refer to Chapter VII, Para (3).</p> <p>As regards Courier service, Bidder has to provide information regarding the courier dispatch process, the courier company to be hired, among others, in its technical bid.</p> <p>Technical Bid evaluation marks will be awarded, based on the solution/explanation provided by the bidder, as per Annexure J (Part-III) of the RFP.</p>
27	Part III – Technical Bid Evaluation Proforma, Point 8	Record of Past Performance with Mission.	Please clarify how the bidders will be rated in this parameter who have not worked with the Mission earlier.	Please refer Part III – Technical Bid Evaluation Proforma, Point 8 wherein such method is elaborated.
28	Chapter VII: Scope of Work and	Application Facilitating Services at ICACs SP shall provide, at no additional	Please be kind to clarify the total revenue of photocopy, photograph, form filing and courier services availed by the	Bidding Companies to make its own calculations based on anticipated number of applications to quote a

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	Deliverables Required Point 3(l)	cost/charge, the following four Application Facilitating Services, to applicants submitting consular applications at ICACs. 1. Photocopy 2. Photographs 3. Form Filing 4. Courier Service	applicants in the last three years for the purpose of calculation of the financial bid.	singular Service Fee as per Annexure-K of the RFP.
29	Part III: Technical Bid Evaluation Performa Point 9	Reputation of the bidding company in the market and quality of non-GOI client list and references received from them.	Please be kind to clarify the Reference Letters provided to the bidding company by foreign client governments will be considered in assessing market reputation	This will be acceptable.
30	Annexure-K	Financial Bid Note: 1 – Service Fee quoted above is the ‘Service Fee per application’ payable to the Service Provider. Bidder shall quote the Service Fee as per deliverables of the RFP including digitization and indexation of documents, enrolment of fingerprint biometrics, facial Biometric capture, and	a. Please be kind to clarify how the charges for the courier services to be computed given they vary based on distance and local circumstances. b. Please be kind to clarify whether an average of the courier rates is to be taken or a separate disclosure is to be made qua the differential courier	Bidders need to factor in courier charges, variability of distances amongst other factors to offer a singular all-inclusive service fee.

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		provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services.	rates and ultimately differential service fees.	
31	Annexure-K	<p>Financial Bid</p> <p>Note: 1 – Service Fee quoted above is the ‘Service Fee per application’ payable to the Service Provider. Bidder shall quote the Service Fee as per deliverables of the RFP including digitization and indexation of documents, enrolment of fingerprint biometrics, facial Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services.</p>	<p>If the Service Fee has multiple components including digitization and indexation of documents, enrolment of fingerprint biometrics, facial Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services, please clarify how is the service fee to be quoted if for instance an applicant does not avail any or all of the 4 Application Facilitation Services.</p>	<p>Only a singular Service Fee is to be quoted as per Annexure K.</p> <p>Service fee is inclusive of all the services mentioned irrespective whether applicant avails of the service or not.</p>
32	Annexure: K	<p>Financial Bid</p> <p>Note: 1 – Service Fee quoted above is the ‘Service Fee per application’ payable to the Service</p>	<p>Since the courier charges change depending on the location of the ICAC and the distance from the ICAC to the delivery</p>	<p>Bidding Companies need to factor in courier charges, variability of distances amongst other factors to offer a</p>

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		Provider. Bidder shall quote the Service Fee as per deliverables of the RFP including digitization and indexation of documents, enrolment of fingerprint biometrics, facial Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services.	address, please clarify on how to incorporate these variable courier charges into the service fee, as the service fee is fixed for all applicants.	singular all-inclusive service fee.
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33	<p>Page no. 04 CHAPTER I: REQUEST FOR PROPOSAL (RFP) Point 05.</p>	<p>In the event of the rollout of chip-enabled e-passport services by the Ministry, the SP shall be responsible for the enrolment and capture of ten-finger and facial biometric data of the applicants, as prescribed by the Indian Mission/Posts. In that case the Mission & Posts in coordination with Gol's National Informatics Centre (NIC), will provide necessary biometric capturing software for the purpose while the hardware shall be the responsibility of the SP as per the standards prescribed by NIC. No request/claim for any hardware and its installation would be entertained under any circumstances during the period of contract.</p> <p>Hence the rates should be quoted with these provisions in mind. The SP shall coordinate with the</p>	<p>We kindly request you to provide us with complete technical specifications for the hardware and its installation. This information is necessary for us to include in our price bid. At this time, we do not have any clarification regarding the quantity, technical specifications, or any other hardware/software requirements.</p> <p>The service fee depends on various factors, such as the index prices of the country. Since we are unsure of when chip-enabled e-passport services will be implemented by the Ministry, we kindly request that this requirement be removed from the current Request for Proposal (RFP).</p>	<p>Biometrics readiness is required for all services viz. passport, visa, consular, GEP, etc. Further, the biometrics requirements have already been specified in the RFP for various services.</p> <p>Quantity of hardware planning is for the bidders to make, taking into account anticipated applicants to be served daily, number of counters, redundancies etc.</p>
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		Mission/Posts and NIC or any other agency authorized by the Ministry to put in place seamless procedures for this purpose.		
34	Page no. 18 Chapter V: (i) (iii)/Mandatory Eligibility Criteria	The average annual turnover of the Bidding Company during the last three years (Jan 2021-Dec 2023) must be at least US\$ 5,00,000 excluding any subsidy or financial help in any manner received from the local govt. or entity or organization or NGO. The Bidding Company shall provide audited information <u>certified by an external auditing agency to substantiate the claim of its turnover.</u> In the case of joint ventures, information must be provided for both the partners of the joint venture and a copy of their joint venture agreement.	The RFP requires average turnover of the Bidding company on the basis of calendar Year during the last three years (Jan 2021-Dec 2023). However, in India, balance sheets are typically prepared on a financial year basis, starting from April 1 st and ending on March 31 st . In order to present the financial data for each calendar year, as desired in the RFP, please confirm if a certificate from a Chartered Accountant verifying the accuracy of the audited data for calendar years is acceptable.	The Mission would accept balance sheets on the basis of the prevalent accounting year of the country where the company is registered.
35	Page No. 18 Chapter V: Mandatory Eligibility Criteria (a) III	Conversion rate from US\$ to INR	We kindly request you to confirm the applicable years for the conversion rate of US\$ to INR for calculating the equivalent value of	Bidders may submit information based on US\$/INR conversion rate as per RBI/Central Bank of the country for the respective years.

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			Turnover and Net Worth during the respective calendar years for Jan 2021 - Dec 2023, as mentioned in the RFP.	
36	<p>Page No. 117 Part III: TECHNICAL BID EVALUATION PROFORMA D) Scoring Criteria/Remarks Sr. No. 1 (a)</p>	<p>Location of the ICAC: Marks will be given as per the Mission's judgment on the basis of information provided by the bidding company. The offer that provides the best locations for ICACs in terms of easy and convenient access through public transport, prime location and proximity to the Mission etc. will be given the highest mark 08, and the others will be given a lower mark on a relative basis to the best offer.</p>	<p>We kindly seek clarification on the terms 'Prime Location' and 'Proximity' as used in scoring criteria/remarks in the TECHNICAL BID EVALUATION PROFORMA.</p> <p>Prime Location: Please elaborate what will be deemed as constituting a 'Prime Location' for the purposes of this tender:</p> <p>Proximity: Since the Proximity may be assessed based on the following criteria:</p> <p>High Proximity km Medium Proximity km Low Proximity km</p> <p>Please confirm, if there is any minimum benchmark in terms of kilometres for the</p>	<p>The RFP provision and the evaluation criteria on location of ICAC is self-explanatory.</p> <p>Evaluation will be done based on quality of offers of various bidders.</p>

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			purpose of evaluation of proximity.	
37	General Query	i. Responsibility of Handling applications during the transition period.	We shall be grateful if the transition period and modalities for handling applications during the transition period are clarified.	There would be no transfer of applications between the existing and the new SP. The existing SP will complete the services for all the applications received by it.
38	General Query	Utilize the services of a subcontractor for a specific category.	We kindly request confirmation if it is possible to utilize the services of a subcontractor for a specific category of ancillary service.	There is no such provision in the RFP. Please note that agents and middlemen are not permitted under any circumstances. However, for courier and security services, SP can engage reputed companies registered in the country.
39	General Query	Contract Period	Require amendment. See Chapter XVII (P.S Validity of Agreement) Para 1 clearly stipulates that the Agreement shall be valid for 3 years from the date of signing of the Agreement. Instead the following may be proposed:	Please refer to Chapter XVII of RFP. The agreement signed will be valid for 3 years from the date of signing the agreement.

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			As is, this is a 3 year fixed term Agreement, unlikely the earlier RFPs that provided flexibility for extension incase the need arise or the circumstances demand. The present formulation does not allow the possibility of extension. It is therefore, proposed that the Para I may be modified to incorporate flexibility and allow discretion to the Mission for the extension of the Agreement after the completion of 3-year term.	
40	General Query	Backlog of Services from the incumbent service provider.	Kindly confirm that the cost associated with addressing this backlog is not included in the bid price and constitutes a separate and excluded expense to be reimbursed by the mission.	<p>The selected SP is not expected to deal with the applications accepted by the previous SP.</p> <p>The previous SP would ensure that all applications are taken to their logical end which is either submission of all documents to the Mission/Post or return to the Applicant.</p>

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41	General Query	Average Number of Pages Per Application	Kindly confirm that the average number of pages per application to be digitized by the digitization center to accurately estimate resource requirements and submit competitive bids.	The number of documents to be digitized for application varies from service to service. Bidders may ascertain the number of pages per application from the list of documents required with applications, which are mentioned on Mission's website.
42	General Query	Timelines	Can you provide us with a timeline for the award of contract and the timeline of the start of the operations by the bidder who wins the bid?	Please refer to Chapter XVI of RFP which deals with the timelines after award of contract.
43	General Query	Marking System	In marking system, marks are given to the SP based on past services provided and neutral marks will be given to those who did not work with the mission. How do you intend to mark those who have earlier worked with the mission?	Please refer to Part III - Technical Bid Evaluation Proforma, point 8 in the RFP wherein such method is elaborated.